

## **OP35.1**

### **The correlations between task delegation and job satisfaction within general practice**

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**Background & Aim:** In order to respond to the shortage of general practitioners (GPs) in the Western world, it has for years been discussed whether practice staff should be involved in patient care to a higher extent. Even though in literature job satisfaction has been recognised as an important factor associated with patient satisfaction and quality of care, the evidence of relations between task delegation and job satisfaction in general practice remains sparse. Task delegation is defined as an intentional transfer of clinical tasks from the GP to a subordinate healthcare professional within the staff. Hence, the aim of the study was to investigate how task delegation is correlated with the job satisfaction of GPs and their staff.

**Method:** We used data from two online questionnaires distributed to Danish GPs and their staff in December 2013 and April 2014, respectively. The questionnaires consisted of two parts; one part concerned division of tasks within general practice regarding treatment of Chronic Obstructive Pulmonary Disease (COPD), and the other part was about the job satisfaction and motivation to work.

**Results:** The analyses of correlations between task delegation and job satisfaction showed a high overall job satisfaction regardless of the degree of task delegation among the staff. The staff was significantly more satisfied in the group with the highest degree of task delegation compared to the staff in the reference group. We found a similar pattern in the analysis of the GPs, but here the results were not significant.

**Conclusions:** The high job satisfaction among the GPs and their staff regardless of the degree of task delegation shows that delegating task does not affect the health care professionals negatively in general practice, and that the staff becomes even more satisfied when there is a high degree of task delegation.